

CLAIMS

1. A method of monitoring a business process comprising:
determining one or more services upon which the business process depends;
5 determining one or more network components upon which the one or more
services depend; and
monitoring the one or more network components.
2. The method of claim 1, comprising:
10 determining component parameters for the one or more components, and
wherein the monitoring of components comprises monitoring the component
parameters.
3. The method of claim 1, comprising:
15 controlling the network components to establish the one or more services.
4. The method of claim 1, wherein software agents are utilized to monitor the
one or more components.
- 20 5. The method of claim 4, wherein the agents monitor and control values of the
component parameters.
6. The method according to claim 3, wherein the software agents receive one or
more inputs and perform one or more actions based on the one or more inputs.
- 25 7. The method of claim 2, comprising:
determining service parameters, wherein the services are measured by the
service parameters.

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8. The method of claim 7, wherein one or more of the component parameters are mapped into one or more of the service parameters.

9. The method of claim 8, comprising:

5 determining service levels designating accepted levels of the service parameters.

10. The method of claim 9, comprising:

comparing service parameters to the service levels.

11. The method of claim 9, comprising:

incorporating in a service level agreement the service levels for the one or more services.

12. The method of claim 11, comprising:

reporting whether the one or more service levels of the service level agreement are satisfied for a designated time.

13. The method of claim 1, wherein each of the one or more network components

20 are represented by one or more component parameters values stored at the one or more network components, and the monitoring step comprises a step of accessing the values at the one or more network components using a management protocol.

14. A data space comprising service parameters, wherein each service parameter

25 represents a performance indicator of one or more services whose performance depends upon one or more network components, where the one or more services are included in a business process.

15. An integrated management system, comprising:

30 (a) service level management (SLM) for managing one or more services;

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(b) component management (CM) for managing network components, wherein a business process is composed of the one or more services, and the services are composed of the network components.

5 16. The system of claim 15, comprising:

(c) business process management (BPM) for managing the business process.

10 17. The system of claim 15, wherein the CM transmits component performance information to the SLM.

18. The system of claim 17, wherein the SLM maps the component performance information to service parameter information which defines the one or more services.

15 19. A method of providing service level management, comprising:
determining services required by a business process; and
determining service parameters marked by service levels for each service.

20 20. The method of claim 19, comprising:
correlating the services to network components.

21. The method of claim 20, comprising:
determining component parameters for each component.

25 22. The method of claim 21, comprising:
mapping the component parameters to the service parameters.

23. The method of claim 22, comprising:
determining agents to monitor the components.

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24. The method of claim 23, comprising:
integrating management of the components with management of the services.

5 25. The method of claim 21, comprising:
measuring component parameters, and mapping the measured component
parameters to the service parameters.

10 26. The method of claim 19, wherein the service parameters and service levels
are provided in a service level agreement.

27. The method of claim 26, wherein the service parameters are measured for a
designated time and compared to the service levels in the service level agreement.

15 28. A service level management system wherein a service depends on at least one
network component, the system comprising:
one or more agents for receiving component parameters and mapping the
component parameters into service parameters;
a user interface for generating service level reports which include the mapped
service parameters;
20 wherein the component parameters represent a state of at least one network
component.

25 29. The system of claim 28, wherein the state of the at least one network
component comprises one or more of availability, reliability, usability, integrity, and
security.

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